

# Chippewa Hills School District Technology Office

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*"Technology for Our Future"*

January 16, 2004

FCC  
Office of the Secretary  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Dear Sir or Madam,

Re: CC Docket No.: 02-6  
Request for Review  
Billed Entity Number: 131502  
471 Application Number: 360011  
Funding Request Number: 973650  
Correspondence Dated: December 15, 2003  
USAC Administrators Decision on Appeal – Funding Year 2003-2004

This is a letter of appeal to the FCC written in response to a denial of our appeal to USAC Schools and Libraries Division.

The original 471 application was for priority one long distance phone service. It was denied for the following reason: **30% or more of this FRN includes a request for transportation which is an ineligible user based on program rules.**

We originally submitted a billing statement (Form 471 Item 21 Attachment #1) from AT&T that had inaccurate information due to an error by the phone company. We completed new construction in our school district that changed our phone system and phone numbers. We also added new phone equipment, a new set of phone numbers and a new PRI phone connection.

AT&T has a billing statement divided into 2 sections

- 1) A summary section (at the beginning) where a few phone numbers (Billed Numbers) are used to consolidate many numbers related to them from a single location.
- 2) A detail section (at the back) which delineates all of the calls from each individual phone number

All of our High School, Middle School and Central Office phone calls now come out of a single PRI phone number called (989) 967-2700. There are thousands of phone calls coming from this one PRI connection. Please see the detail on pages 15-60 of the original bill sent to USAC. These are not Transportation department calls. Transportation is physically located in another building with another phone number (989) 967-3435.

Instead of adding a **NEW** summary Billed Number for (989) 967-2700 as they should have, AT&T randomly selected an **EXISTING** summary Billed Number under which to place the PRI calls. The number they chose was our Transportation billing number (989) 967-3435. Please see the summary on page 6.

So all of the phone calls for the High School, Middle School and Central Office appear to have come from the Transportation office. This is a huge error. It was corrected the next month.

USAC would never have been aware of any of this problem had our secretary not hand written the words TRANSPORTATION next to the (989) 967-3435 phone number. USAC picked up on this hand written notation and denied our request.

We supplied the next month's billing statement to USAC to confirm that the correction was made. Their response was that program rules do not allow additional information to be accepted on appeal. Our position is that if they had examined the detail in the original documentation, they would easily have seen that all the calls from (989) 967-2700 had mistakenly been placed on the Transportation office's bill.

I do not feel that an error on AT&T's part should cause a denial of our request. I also feel that a single phone call or e-mail request sent to us by USAC would have cleared up this matter.

Sincerely,

A handwritten signature in cursive script that reads "A. Alan Metcalf".

A. Alan Metcalf  
Technology Director  
Chippewa Hills School District